



# DIT Client Service Center Monthly Report Card

September, 2004

Case Volume	
Total Cases Created	24,849
Cases Created -- CSC	17,389
% Cases Entered by CSC	69.98%
Total Resolved Cases	24,381
Cases Resolved --CSC	7,471
% Cases Resolved by CSC	42.96%
Open Cases	5,146
Open Cases -- CSC	179
Total Percentage Open	20.71%
Percentage Open -- CSC	3.48%

Case Closure Percentage -- DIT	
Resolved in <1 day	66.45%
Resolved in 1-3 days	9.30%
Resolved in 3-5 days	5.08%
Resolved in >5 days	19.16%

Case Closure Percentage -- CSC	
Resolved in <1 day	89.44%
Resolved in 1-3 days	3.25%
Resolved in 3-5 days	1.66%
Resolved in >5 days	5.65%

Call Volume	
Total Contacts	25,104
Calls Offered	16,123
Calls Answered	14,305
Voice Mail	534
Abandoned Calls	1,284
Web	605
E-mail	7,736
Fax	640
Abandoned Call Rate	7.96%
Average Speed to Answer	1 min 5 sec
Average Call Handling Time	7 min 59 sec
Average Call Duration	4 min 39 sec
Average ACW Time	3 min 20 sec

CSC Analyst Statistics	
Actual CSC Staff	55
CSC Staffing Rate	76.40%
Effective CSC Staff	42.02
Average Contacts/Analyst	551.64
Average Cases/Analyst	413.83

Case Priority	
Urgent	1
High	222
Medium	17,970
Low	6,188

Average Time to Resolution (Days)	
Urgent	4.04
High	1.20
Medium	5.41
Low	5.66

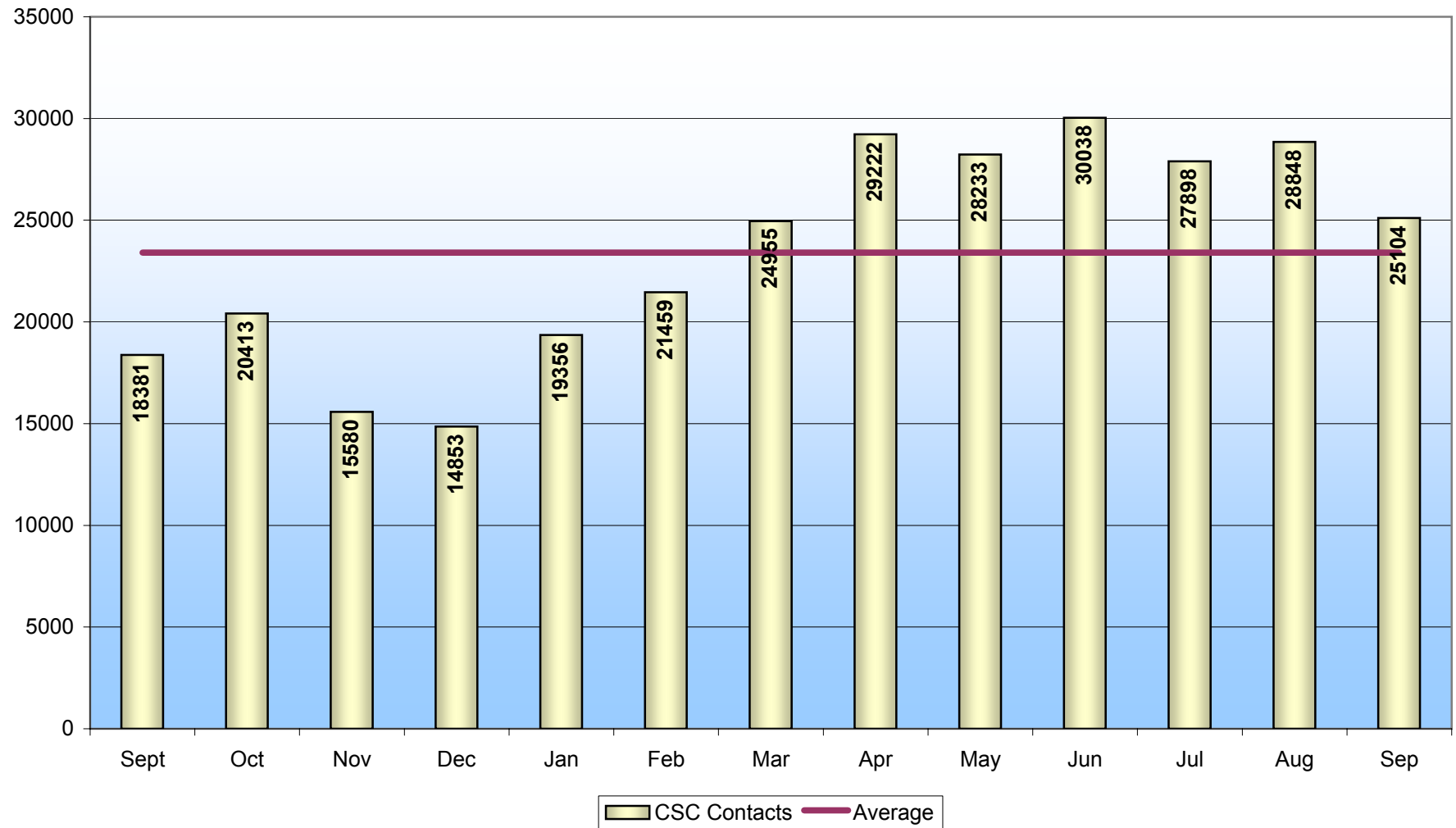
Case Types	
Problem	15,421
Request	7,376
Question	1,584

CSC Trend	
Desktops Supported	50,248
Contacts/Desktop	0.50
Cost/Contact	N/A
First Contact Resolution Rate	N/A

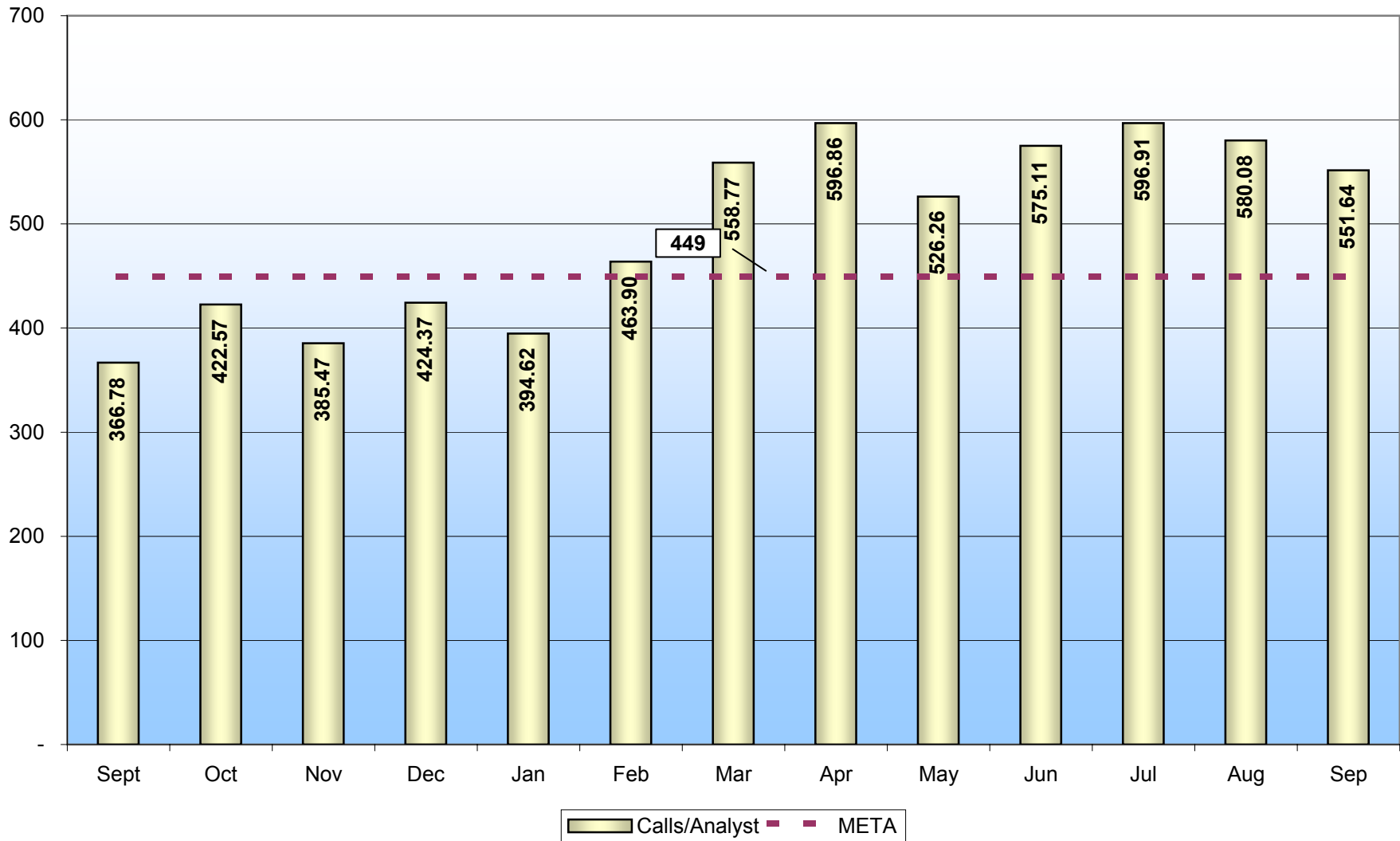
Top 10 Problems by Category/Type	
Operating Systems/Windows 2000 Client	1053
State Applications/GroupWise	926
Hardware Printers/Laser	804
DIT Services/Information	774
FIA-Applications/ASSIST	602
Operating Systems/Novell - Client	601
State Applications/Microsoft	555
FIA-Applications/CIS	526
Password Reset/Network	507
MDOS-Applications/Branch Office System	486

# DIT CSC Contacts

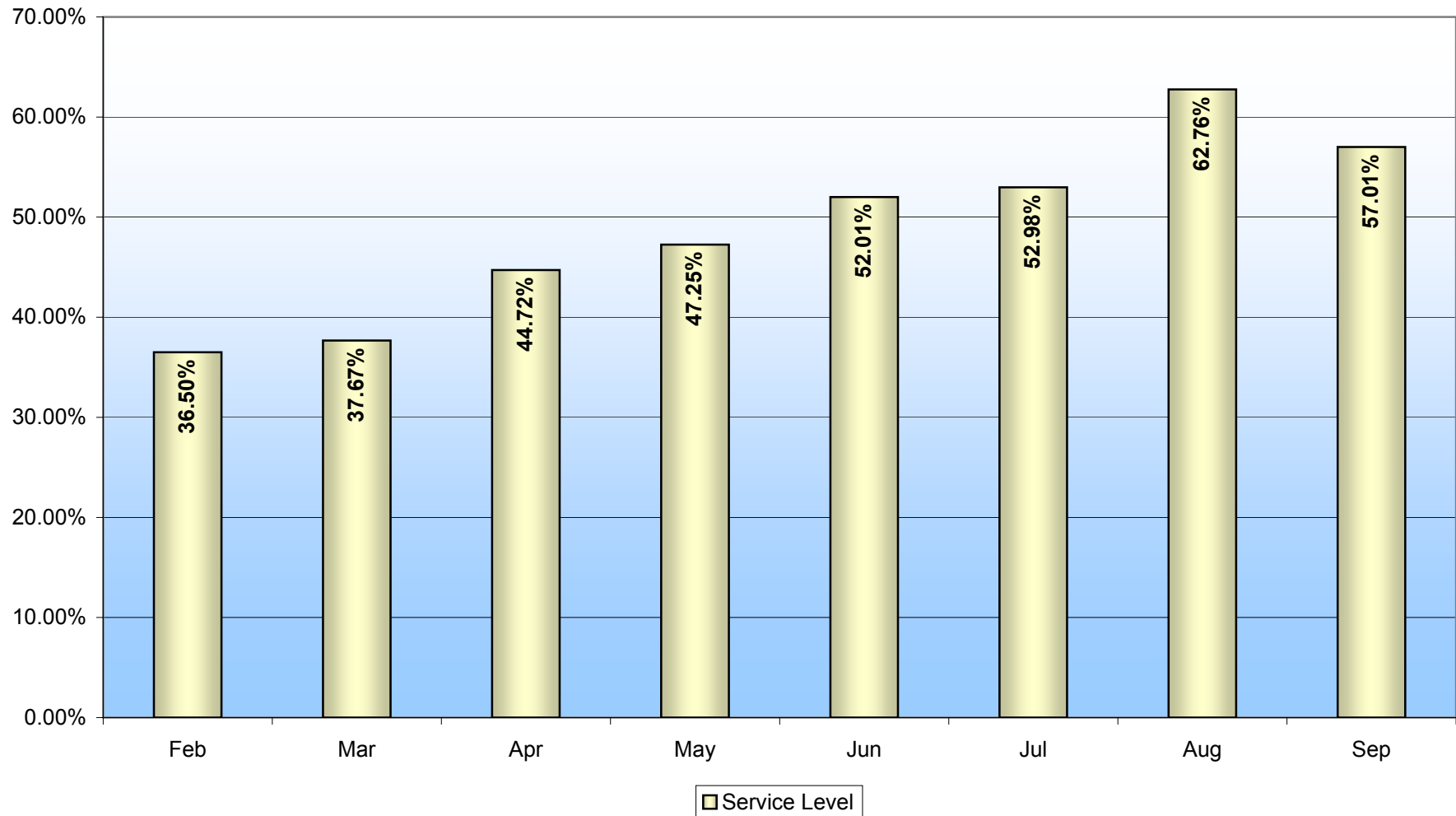
Phone, Voicemail, E-mail



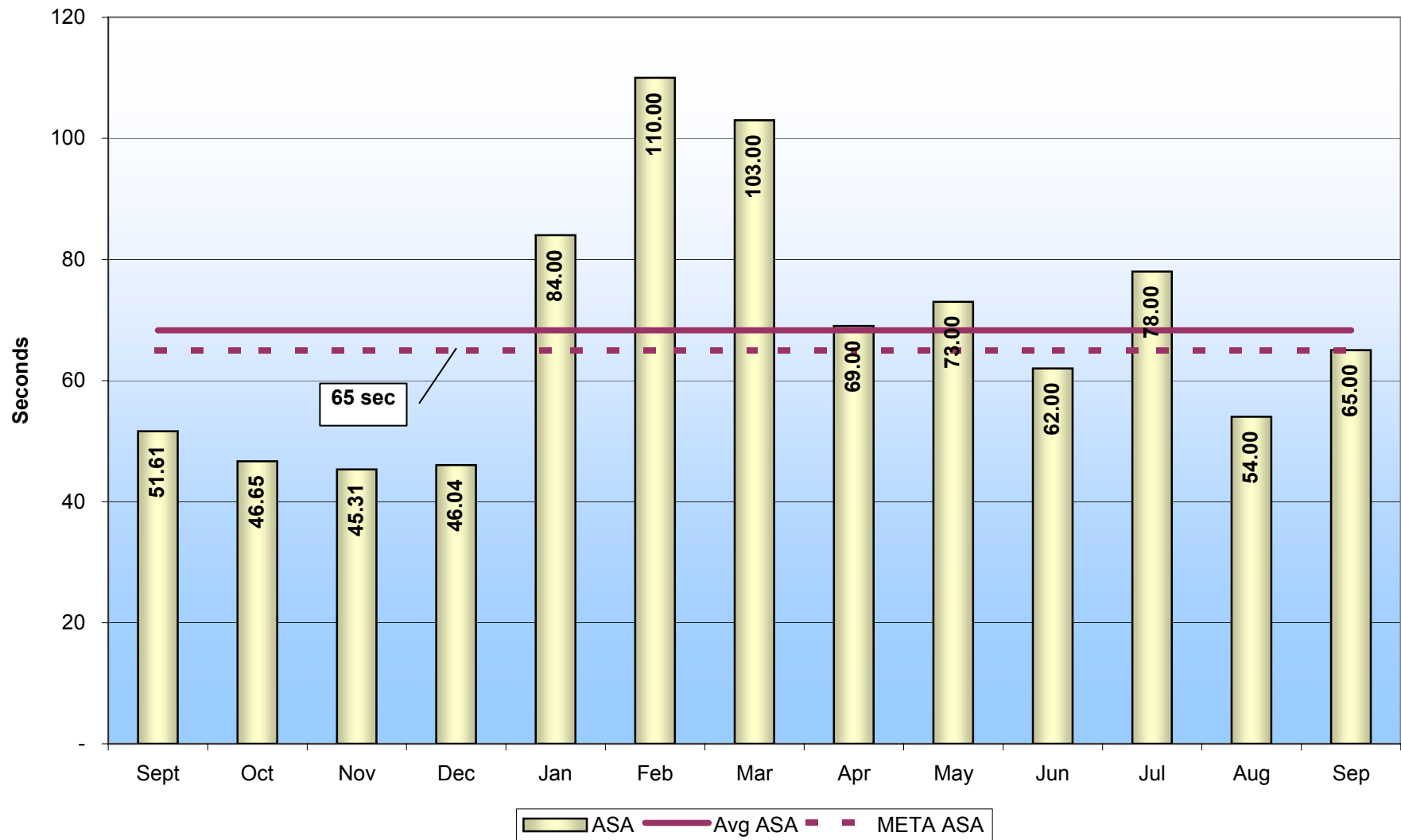
## DIT CSC Contacts/Analyst/Month



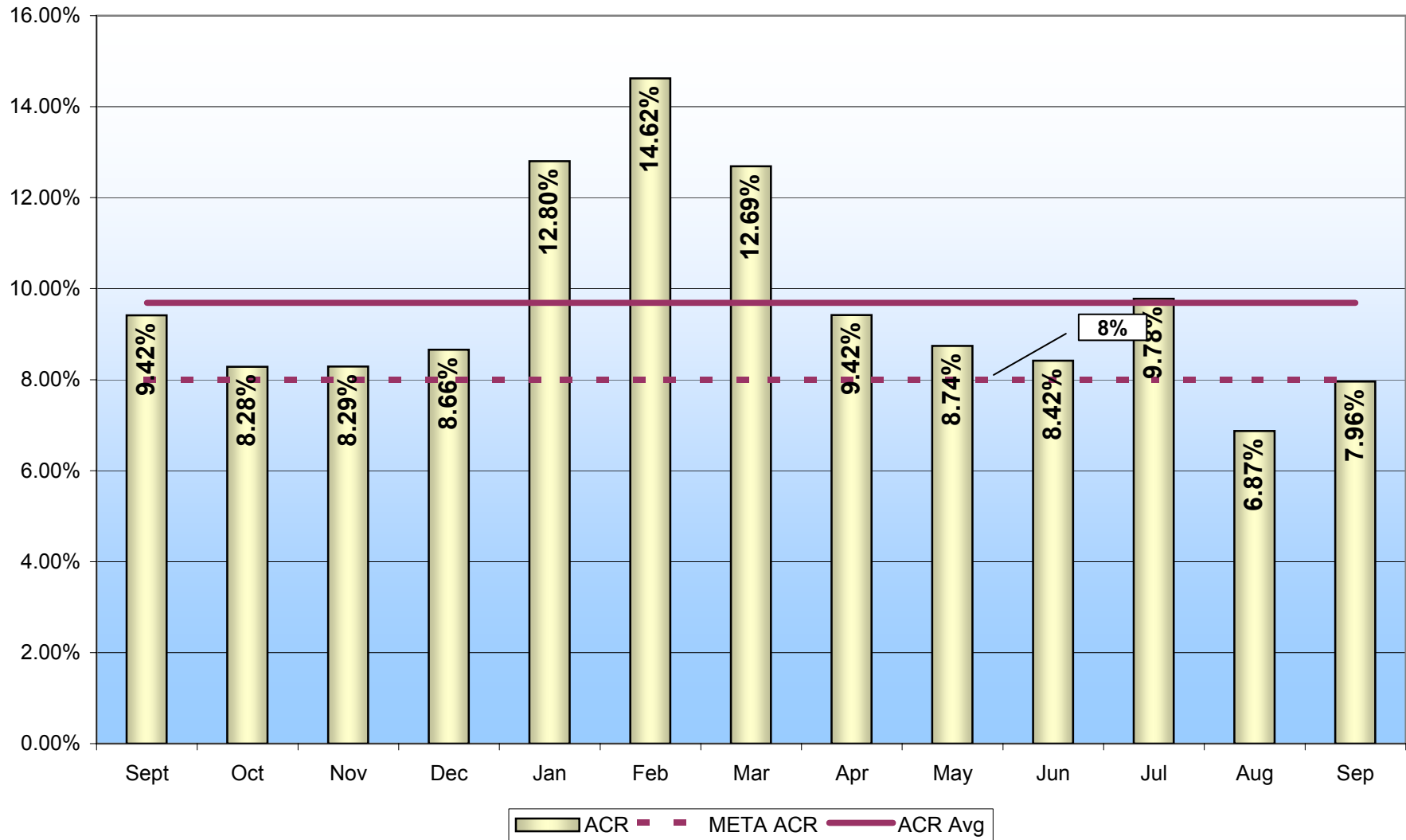
## Service Level (Percentage of Calls Answered in 30 sec or less)



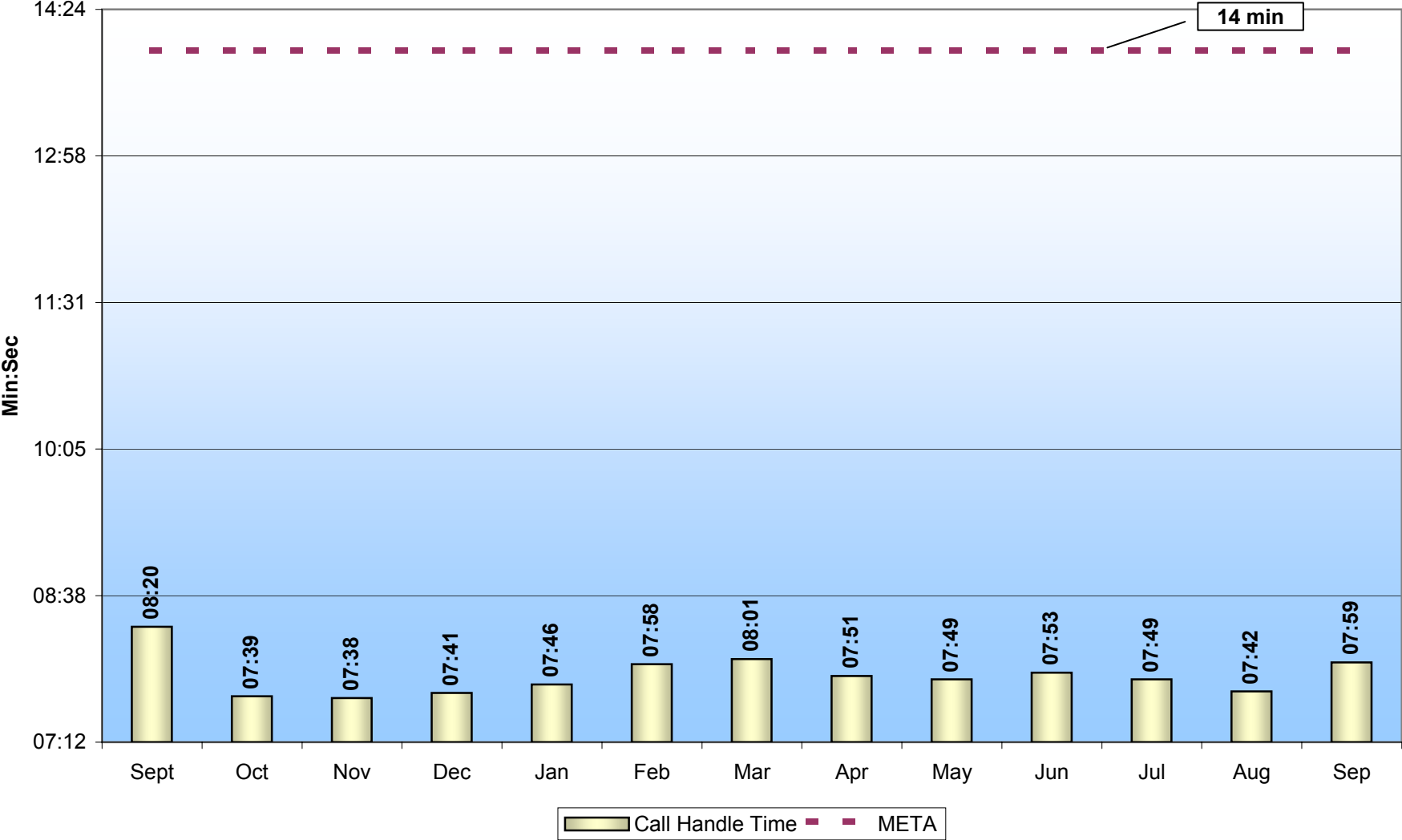
## DIT CSC Average Speed to Answer



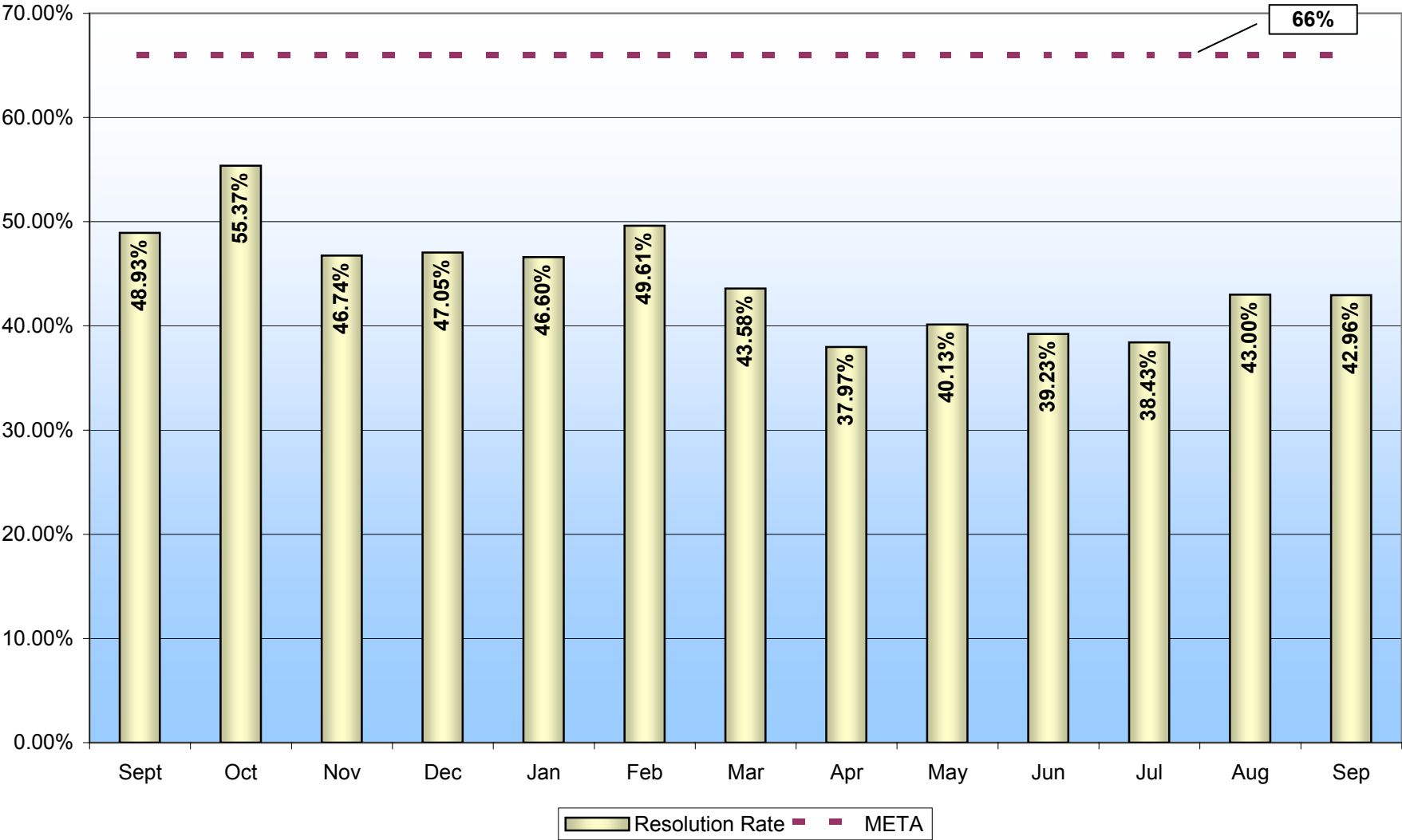
## DIT CSC Abandoned Call Rate



# DIT CSC Call Handle Time



# DIT CSC First Level Resolution Rate





## Contacts/Desktop

